

# UNCLASSIFIED

Contract No. S-AQMPD-07-C0054  
Local Guard Services Kabul, Afghanistan

## SECTION C

### PERFORMANCE WORK STATEMENT (PWS)

**PROGRAM OVERVIEW.** The ESF shall provide 24-hours a day deterrent against the unauthorized, illegal, or potential life-threatening activities directed toward the Mission's employees and subcontractors, visitors, sensitive information, and properties in and around the U.S. Mission in Afghanistan. These offenses include, but are not limited to, unlawful entries, terrorist attacks, assassination attempts, theft of property and/or classified materials, and unlawful destruction of public properties. The Contractor is required to recruit, train, and manage the armed professional security personnel and supervisory employees utilized in this effort.

The USG will provide housing, classrooms, cafeteria area, a medical facility, as well as laundry and recreational facilities; however, it will be incumbent upon the Contractor to ensure all necessary personnel, supplies, operation, maintenance, repairs, janitorial, laundry, gardening, food services, and medical personnel required to provide health care in country to its staff, etc., are in place including providing transportation between the housing complex and their post assignment. It is essential for the Contractor to have a clear understanding of the threat level in Afghanistan, the unsettled conditions, and level of stress associated with a war-threatened environment. For example, the Contractor will restrict the ESF movement during their off-duty time to Camp Sullivan, or as determined by the USG. The Contractor shall also provide all overhead positions, as well any other additional positions required to fully support Camp Sullivan and the staff assigned to the ESF positions.

**C.1 WORK REQUIREMENTS.** The U.S. Embassy Kabul requires the operation and management of armed guard services in order to prevent unauthorized access, protect life, maintain order, deter criminal attacks against employees, dependents and property and terrorist acts against all U.S. assets, and prevent damage to Government property.

The Contractor shall recruit, train and manage the ESF, as well as provide managerial, administrative and technical personnel (See Section B). The number of hours and sites requiring security services may be increased and/or decreased during the term of the contract.

At the direction of the Contracting Officer Representative(s) (CORs), Regional Security Officer (RSO), the Contractor is responsible for conducting security screening of both personnel and vehicles to prevent any unauthorized weapons, devices, or explosive material from entering Embassy facilities or residences. The contractor's employees and subcontractor(s) shall be on-site only for contractual duties and not for any other business or purposes. The Contractor may be required to periodically coordinate with local authorities, local police, other country police forces, and U.S. and other country military forces. The Contractor shall furnish managerial, administrative, technical, direct labor and subcontractor personnel, if required, to accomplish all work prescribed by this contract. Direct labor (e.g., guards) provided under standard services or emergency or additional services shall not be subcontractor personnel. Guards shall be employed with the prime contractor. The Government will provide Emergency Response Team (ERT) vehicles; however, the Contractor shall provide all other vehicles.

See Exhibits N and O for the basic procedures for the operation, maintenance, repair, medical and food services, and Exhibit B, General and Post Orders, for protection of personnel and facilities. The orders are subject to revisions at any time due to changes in policies and procedures at no additional expense to the U.S. Government.

The Contractor shall provide program management and a security force 24-hours a day, seven days a week. Various labor categories (i.e., Senior Guard, Dispatcher/Senior Guard, Guard Driver, Guard, Explosive Ordinance Detection (EOD) Dog Handler, and Interpreter) of security personnel are required to protect U.S. Embassy personnel and facilities, while providing general security for the operational mission of the Embassy. The Contractor's management team will assist in planning, facilitating, coordinating, and executing security requirements. The guard force shall be capable of responding to potential and actual threats to include, but not limited to,



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The Contractor may establish a joint venture, limited partnership or subcontracting in order to provide site support services, which includes, but is not limited to food services, operation, maintenance, repair, and medical services delivered at Camp Sullivan and EOD dog handler services under the ESF services. The Contractor shall support this effort with the appropriate infrastructure to provide for logistics support for its employees and subcontractor employees including billeting, subsistence and protection of the contractor work force. The management structure used by the Contractor shall ensure efficient and effective accomplishment of all tasks. A key task is to ensure that proper staffing levels are maintained at all times. When requested by the USG, the management staff will participate in meetings and briefings.

**C.1.1 MANAGEMENT (U.S. only).** The organizational structure of guard services consists of staff led by a dedicated Project Manager (PM) and Deputy Project Manager (DPM), who will be part of the Contractor's overhead cost, key position(s) and staffed in accordance with the requirements described in Section H.5.1.4.1 and H.5.1.4.2. The PM and DPM shall devote and be available at all times to receive and implement orders or special instructions from the Contracting Officer or Contracting Officer's Representative (COR) (See Section G) concerning the operation, protection, and security of assigned areas. To the maximum extent possible, the COR will provide prior notification in writing of all schedule changes.

The PM is responsible for:

- Managing the contractor's ESF workforce and being the contractor's liaison with the U.S. Embassy (see Section H);
- Adjusting his/her schedule to include assignments on evenings, weekends and holiday periods without additional compensation;
- Receiving and implementing orders or special instructions for the security of assigned areas; and,
- Assisting in the overall review and implementation of the security policies and procedures to ensure the necessary safeguards are provided in support of the U.S. Embassy, Consulates and other U.S. Facilities.

The DPM is responsible for:

- Managing the contractor's Site Support workforce and being the contractor's liaison with the U.S. Embassy (see Section H);
- Adjusting his/her schedule to include assignments on evenings, weekends and holiday periods without additional compensation;
- Receiving and implementing orders or special instructions for the security of assigned areas; and,
- Assisting in the overall review and implementation of the security policies and procedures to ensure the necessary safeguards are provided in support of the U.S. Embassy, Consulates and other U.S. Facilities when the PM is not available.

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The uniform guard force is led by the Guard Force Commander (GFC), who is the most senior and experienced member of the uniformed guard force. The GFC is a key position and is staffed in accordance with the requirements described in Section H.5.1.4.3. The GFC work hours are considered flexible and the COR may adjust the GFC's daily work schedule to include assignment to evening, weekend, and holiday periods without a further equitable adjustment in the terms and conditions of the contract. Cumulative adjustments to the daily work schedule shall not exceed the total weekly hours described in Exhibit A for the post. The COR shall provide reasonable prior notification in writing of all schedule changes.

The GFC has one or more shift supervisors as well as site supervisors, who shall report to him/her. The scope and size of the guard services will determine the number of Shift Supervisor positions required. The number of locations that the guards will be assigned will determine the number of site supervisor positions required. Normally, shift supervisor and site supervisor positions are manned 24 hours a day, 7 days a week.

The GFC and Supervisor positions are set forth in Exhibit A.

The GFC is responsible for:

- Overall supervision and running of the guard force that provides protection to all U.S. mission facilities, residences, and to the Chief of Mission; and,
- Being available at all times to receive and implement orders or special instructions from operation, protection, and security of assigned areas.

**C.1.2 PERSONNEL.** The Contractor shall provide trained guard personnel for posts. These posts are designated and the hours indicated in Exhibit A. The qualifications required for each labor category are outlined in Section H.5. The duties are not limited to descriptions provided below.

Listed below are the labor categories set forth under Standard Services and Additional or Emergency Services in Section B. After the name of each labor category appears the acceptable nationality required for each position along with any additional restrictions.

U.S. refers to U.S. citizens, Expatriate (EXPAT) refers to native English speaking citizens from countries, such as Australia, Canada, Ireland, New Zealand, and the United Kingdom. On a case-by-case basis, the RSO/COR, with approval from Office of Overseas Protective Operations (DS/IP/OPO), may approve for the Contractor to staff positions using expatriates from other countries, provided they meet all other requirements and meet the Embassy's operational needs. Incumbent contractual ESF employees at the United States Mission in Afghanistan are exempt from this requirement, with approval from the RSO/COR.

TCN refers to Third-Country Nationals.

LN refers to Local Nationals (Afghanis).

In addition, **SECRET Security Clearances required under C.3.4.1 may be exempt for INCUMBENT CONTRACTUAL ESF PERSONNEL ONLY**, if they are nominated to the following positions, upon written approval from the RSO/COR and/or Contracting Officer (CO). The positions are: Guard Force Commander, ERT Commander, ERT Supervisor, ERT Senior Guard, Site Supervisor, Shift Supervisor, or Dispatcher/Senior Guard. The Incumbent Contractual ESF Personnel nominated for any of these positions shall meet all requirements of the position except for the SECRET Security Clearance requirement prior to the Contractor requesting the RSO/COR and/or CO to exempt the Incumbent employee from the requirement to have a SECRET Security Clearance. Upon written approval from the RSO/COR and/or CO, the Contractor shall follow all requirements for vetting of incumbent personnel as stated in C.3.4.2 and C.3.4.4.

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**C.1.2.1 SHIFT SUPERVISOR (U.S. only)** This position is a key position and is staffed in accordance with the requirements described in H.5.1.4.5. The Shift Supervisors is the watch commander and is responsible for:

- supervising the guard force that provides protection to all U.S. mission facilities, residences, and to the Chief of Mission;
- preparing guard orders, deployment of guards, and weekly scheduling
- supervising the Site Supervisors;
- the primary command element for emergency situations requiring immediate response and/or ERT deployment, Shift supervisors will issue all reaction and deployment orders for the Embassy Security Force either directly through the Dispatcher/Senior Guard, or through the individual Site Supervisors for the guards, and ERT Supervisor for the ERT Teams;
- conducting inspections of guards and guard posts;
- preparing reports and making recommendations regarding discipline and termination actions;
- overseeing training program to ensure effectiveness;
- overseeing guard program logistics including equipment, weapons, ammunition, explosive detection and x-ray equipment;
- acting as a point of contact with the RSO on operational guard force matters; and
- conducting inspection of guards and assigned equipment.

**C.1.2.2 SITE SUPERVISOR (U.S. only)** This position is a key position and is staffed in accordance with the requirements described in H.5. Site Supervisors are responsible for supervising the ESF at specific designated site(s) duties to include:

- supervising the guard force that provides protection to all U.S. mission facilities, residences, and to the Chief of Mission;
- preparing guard orders, deployment of guards, and weekly scheduling;
- conducting inspections of guards and guard posts;
- preparing reports and making recommendations regarding discipline and termination actions;
- overseeing training program to ensure effectiveness;
- overseeing guard program logistics, equipment, weapons, ammunition, explosive detection and x-ray equipment; and
- acting as a point of contact with the RSO on operational guard force matters.

**C.1.2.3 EMERGENCY RESPONSE TEAM (ERT) COMMANDER (U.S only)** This position is a key position and is staffed in accordance with the requirements described in H.5.

responsible for:

- being available at all times to receive and implement orders or special instructions from the RSO, or Guard Force Commander;
- creating and implementing training scenarios and regular emergency exercises, in conjunction with the RSO and Guard Force Commander;
- managing equipment, preparing ERT guard orders, deployment of ERT guards, and weekly scheduling;
- maintaining liaison with RSO, MSG, and local authorities as appropriate on intelligence, operational, and training issues. Overseeing training program to ensure effectiveness; and
- conducting inspections of ERT guards, ERT Team equipment, and vehicles.

**C.1.2.4 ERT SUPERVISOR (U.S. only)** This position is a key position and is staffed in accordance with the requirements described in H.5. ERT Supervisor functions as the leader of

[redacted] Emergency Response Teams (ERT) and must direct his ERT Teams to deliver a rapid, effective counter-assault response capability to developing or occurring threats against designated U.S. Government facilities and personnel. The ERT Supervisor will command the ERT teams to meet threats or suspicious activities as directed by the Shift Supervisor, RSO, Dispatcher/Senior Guard, or as emergency circumstances dictate. ERT Supervisors are responsible for supervising the ERT at specific designated site(s). Their duties include:

- supervising the ERT Teams that provide protection to all U.S. mission facilities, Guard Camp, warehouses, and to the Chief of Mission;
- preparing ERT guard orders, deployment of ERT guards, and weekly scheduling;
- conducting inspections of ERT guards, ERT Team equipment, and vehicles;
- assisting ESF Site Supervisors with investigations when appropriate;
- preparing reports and making recommendations regarding discipline and termination actions for ERT Team members;
- overseeing training program to ensure effectiveness;
- overseeing ERT program logistics including, BEARCAT Vehicles, weapons, and all ERT related equipment; and
- acting as a point of contact, when ERT Commander is unavailable, with the RSO and other authorities on operational ERT Team matters.

**C.1.2.5 ERT SENIOR GUARD (U.S. only)** This position is a key position and is staffed in accordance with the requirements described in H.5. Leading their specific ERT team in response to attacks, threats, and other incidents as directed by the ERT Supervisor, Shift Supervisor, Dispatcher, or RSO. ERT Senior Guards supervise a specific ERT Team [redacted]

[redacted]  
at one specific designated site: either the Embassy Compound, CAFE Compound, or Guard Camp, known as CAMP SULLIVAN. ERT Senior Guards are responsible for:

- supervising special function teams such as Congressional Delegations, VIP visits, etc. as assigned by the ERT Commander, Shift Supervisor, or RSO;
- on-the-job training of ERT members;
- performing duties requiring special skills or increased responsibilities other than supervision;
- when directed by Shift Supervisor, assisting EOD dog teams by providing a security ring until the completion of their duties;
- daily maintenance and/or reports on ERT weapons, equipment, and vehicles; and,
- maintenance and inventory of ERT weapons, equipment, and vehicle log books.

**C.1.2.6 SENIOR GUARD (U.S., EXPAT or TCN)** -Senior Guards supervise guards at a specific designated post. Senior Guards are responsible for:

- supervising special function teams such as Congressional Delegations, VIP visits, etc.;
- on-the-job training of subordinates;
- performing duties requiring special skills or increased responsibilities other than supervision;
- performing as the EOD Itemizer Operator and may implement EOD alarm resolution procedures;
- daily maintenance and calibration of itemizer equipment;
- maintaining itemizer log books; and
- inventory of supplies.

**C.1.2.7 DISPATCHER/SENIOR GUARD (U.S. only).** This position is a key position and is staffed in accordance with the requirements described in H.5. Dispatcher/Senior Guards perform guard duties requiring special skills, such as, operating communication equipment, monitoring,

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and dispatching the Emergency Response Team (ERT). Dispatcher/Senior Guards are responsible for:

- monitoring and responding to ESF radio communication network;
- coordinating all ESF movement, as directed by Shift Supervisor or RSO;
- understanding operational methods of ERT units and zones for response;
- dispatching ERT to respond to alarms, as directed by Shift Supervisor or RSO; and
- maintaining professional demeanor under high stress circumstances.

**C.1.2.8 EMERGENCY RESPONSE TEAM (ERT) (U.S. only)** The ERT is composed of



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**C.1.2.9 GUARD (TCN).** TCN Guards perform routine guard services for the protection of U.S. Mission facilities and personnel and their dependents. The guard labor category may be gender specific and may have focused duties. TCN Guards are responsible, but not limited to:

- monitoring and controlling access at entry points;
- patrolling the grounds by foot;
- inspecting the belongings of visitors to the U.S. Embassy and related facilities, both visually and using a hand-held metal detector, a walk-through metal detector, and an x-ray machine;
- detecting explosives using an itemizer; and
- inspecting arriving vehicles.

**C.1.2.10 SCREENER (LN).** LN Screener perform routine guard services for the protection of U.S. Mission facilities and personnel and their dependents. They may also perform interpreter/translator duties. The guard labor category may be gender specific and may have focused duties. LN Screeners shall not carry firearms. LN Screeners may be responsible for:

- monitoring and controlling access at entry points;
- patrolling the grounds by foot;
- inspecting the belongings of visitors to the U.S. Embassy and related facilities, both visually and using a hand-held metal detector, a walk-through metal detector, and an x-ray machine (males screen and inspect male visitors, and females screen and inspect female visitors);
- detecting explosives using an itemizer;
- inspecting arriving vehicles;
- ensuring understanding and communicating between U.S. and local personnel; and
- performing both verbal interpretations and written translations.

**C.1.2.11 GUARD (LN).** LN Guards perform routine guard services for the protection of U.S. Mission facilities and personnel and their dependents. The guard labor category may be gender specific and may have focused duties. LN Guards shall not carry firearms. LN Guards may be responsible for:

- monitoring and controlling access at entry points;
- patrolling the grounds by foot;
- inspecting the belongings of visitors to the U.S. Embassy and related facilities, both visually and using a hand-held metal detector, a walk-through metal detector, and an x-ray machine (males screen and inspect male visitors, and females screen and inspect female visitors);
- detecting explosives using an itemizer; and
- inspecting arriving vehicles.

**C.1.2.12 EXPLOSIVE ORDNANCE DETECTOR (EOD) DOG HANDLER (U.S. or EXPAT).** EOD Dog Handlers (certified by civilian or military) perform their duties while commanding a trained working dog. EOD Dog Handlers are responsible for:

- working with a trained and certified working dog to inspect all incoming packages, parcels, boxes, containers, vehicles, compounds, facilities and/or other items for the presence of explosives or explosive devices;
- participating with the ERT, as necessary; and
- responding to perform secondary screening of suspicious vehicles on or near USG property as directed by RSO.

**C.1.2.12.1 EOD WORKING DOG.** Working dogs shall have completed a certified training program from a properly certified, licensed, and industry recognized dog kennel, school, or dog trainer. Working dogs shall conduct searches of all incoming packages, parcels, boxes, containers, vehicle, compound, facilities, and/or other items for the presence of explosives or

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explosive devices. They shall provide early warning of impending danger from terrorist and other sources and assist in thwarting terrorist acts directed against the local U.S. Diplomatic community. The contractor shall make available on request a copy of the dog's training and health certificates and records. Dogs shall be housed in facilities provided by the USG at Camp Sullivan, while not on duty. Duration of the Working Dog's tour or shift shall be such that the dog maintains a high state of alertness and attentiveness and is effective in his/her duties. The tour of duty shall comply with Section H.5.1.4.18. Contractor is responsible for ensuring that dog kennel area is clean and free of any hazards.

**C.1.2.13 MAINTENANCE TECHNICIAN (U.S., EXPAT)** Maintenance Technicians are skilled in certain technical disciplines.

**C.1.2.13.1 RADIO MAINTENANCE TECHNICIAN (U.S. or EXPAT).** Radio Maintenance Technicians are skilled in the maintenance of various communications equipment. Maintenance Technicians are responsible for the maintenance/repairs of designated systems such as radios, vehicles, or weapons. The Radio Maintenance Technicians shall be required to attend and complete a Motorola training certification course for the type of radios used by post prior to being deployed to post.

**C.1.2.13.2 VEHICLE MAINTENANCE TECHNICIAN (U.S. or EXPAT)**

Vehicle Maintenance Technicians are skilled in the maintenance of motor vehicles. Vehicle Maintenance Technicians are responsible for:

- ensuring that user maintenance is performed by vehicle drivers;
- performing organization\* and Intermediate maintenance\*\* of ESF and contractor provided vehicles in accordance with Defensive Equipment and Vehicles (DEAV) required maintenance; and
- maintaining repair facilities (USG provided facility at Camp Sullivan) in a neat and clean manner.

\*Organization Maintenance: Maintenance which is the responsibility of and performed by a using organization on its assigned equipment. Its phases normally consist of inspecting, servicing, lubricating, adjusting, and replacement of parts, minor assemblies and subassemblies. Organizational maintenance (OM) activities normally do not require highly specialized skills or equipment. Any work on the ERT Armored Vehicles (see Exhibit E), will not include maintenance or repair to the Armor or Ballistic glass aspects of the vehicle unless expressly authorized by DEAV of the Department of State, or the RSO Kabul.

\*\*Intermediate Maintenance: Maintenance which is the responsibility of and performed by designated maintenance activities for direct and general support to using organizations. Its phases normally consist of calibration, repair or replacement of damaged or unserviceable parts, components of assemblies; the emergency manufacture of non-available parts; and providing technical assistance to using organizations. Intermediate maintenance (IM) includes activities requiring the use of specialized equipment or shops and greater specialization of skills than what is utilized at the OM level but not to the depth of Depot Maintenance repair.

**C.1.2.13.3 ARMORER-WEAPONS MAINTENANCE TECHNICIAN (U.S. or EXPAT).**

Weapons Maintenance Technicians are skilled in the maintenance of small arms weapons.

Weapons Maintenance Technicians are responsible for:

- maintaining and repairing all weapons assigned to the ESF and all equipment as listed in Exhibits A and E within the scope of repairs and maintenance approved by DEAV (Diplomatic Security's Defensive Equipment and Armored Vehicle Division) See Exhibit V;

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- performing all necessary preventive maintenance in order to ensure that weapons meet Original Equipment Manufacturer (OEM) standards;
- maintaining on-going inventory database of all weapons and ammunition assigned to the ESF;
- performing all required corrective maintenance in order to return weapons to OEM standards within the scope of repairs and maintenance approved by DEAV; and
- issuing and accepting returned equipment.

The Contractor will be provided details on the scope of repairs approved by DEAV for each weapon used on this contract after contract award.

**C.1.2.14 PHYSICIAN ASSISTANT (US/EXPAT).** The role of the Physician Assistant is to provide acute medical care to ESF Employees and subcontractor personnel. Specifically, the Physician Assistant is responsible for:

- diagnosing and treatment of common illnesses and minor injuries suffered by members of the Embassy Security Force (ESF) and subcontractor personnel;
- stabilizing and preparing sick and injured personnel for emergency medical care at a support hospital and/ or for medical evacuation from Afghanistan;
- ordering and conducting inventories of medical supplies; and
- ordering and conducting inventories of medical equipment.

## **C.1.3 GENERAL ORDERS AND POST ORDERS.**

### **C.1.3.1 DEFINITIONS.**

"General Orders" means those instructions, directives and guidelines that apply to all guard personnel.

"Guard Post" or "Post" means a site or location where a guard is assigned for a specific period of time to perform prescribed functions. One location may have more than one guard post. Thus, one site, such as an access point for the Embassy, could have several guards assigned during the same time. The number of guard posts, therefore, is **not** the same as the number of guards assigned.

"Post Orders" means detailed instructions to persons assigned to a specific guard post.

"Surveillance" is the act of determining whether surveillance is being conducted against a particular target. Surveillance detection is a defensive security measure that can be conducted by an individual or as a specifically designed operation by a trained team.

**C.1.3.2 GENERAL ORDERS AND POST ORDERS.** General Orders and Post Orders are included as Exhibit B. The Contractor shall use and follow these orders in the performance of this contract. The Contractor shall ensure that guard personnel are complying with these orders. The Government may make changes to the orders within the scope of the contract. All changes and revisions to the orders shall be accomplished by issuance of contract modification. The Contractor may submit to the COR any request for changes to the orders.

The Contractor is responsible for having the General and Post Orders translated into each language spoken and read by guard force members. The Contractor shall maintain a copy of the English version and translated versions of the General Orders and Post orders at each post. The Contractor shall ensure that all updates and revisions to the General and Post Orders are translated and maintained at each post.

**C.1.3.3 CONTRACTOR RESPONSIBILITIES.** The Contractor, with the guidance of the RSO, shall review, make recommendations for changes, distribute, and maintain all written

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orders, bound and in good condition, on all operational and procedural instructions from which the ESF shall be guided. These orders shall be based on established policy, law, security procedures, specifications of the statement of work, or as required by the COR. Post Orders already drafted will be provided to the Contractor. The Contractor shall review and update the orders as required.

**C.1.3.4 FORMAT.** The Contractor shall prepare all new orders in the COR approved design which will be provided by the Government. All orders shall be formatted using Microsoft Word 6.0 (or most current DS Software) (initial formatting will be provided by the Government). Once the COR approves the order(s), a diskette of the finished product shall be provided to the Government. All orders shall be kept current to reflect changes in procedures, DOS policy, and regulations. The COR shall approve all orders prior to implementation. All orders shall be translated into the applicable language for guard use.

**C.1.3.5. REQUEST FOR NEW ORDERS.** The COR shall provide the Contractor a written request on all new orders required. The Contractor shall complete the orders utilizing the following timetable:

- New General, Post, and Supervisory Orders completed thirty (30) calendar days following notification of the request
- Revision or change to an existing order completed within ten (10) calendar days
- Special orders completed within twenty-four (24) hours

**C.1.3.6 ENSURE ACCURACY.** The Government will provide technical information on the operation of any Government-Furnished technical equipment. The Contractor shall ensure the accuracy of orders that contain operational instruction of technical equipment. Should an operational or procedural deficiency be discovered after COR approval, it shall be brought to the immediate attention of the COR and the deficiency shall be corrected as soon as is practicable. The Contractor shall print all General Orders and color attachments and furnish the binders for maintaining the orders.

**C.1.4 POSTS (SEE EXHIBIT A).** A detailed listing of posts and hours of coverage required, by guard category, is provided in Exhibit A, and is a part of this contract.

## **C.1.5 DUTIES AND RESPONSIBILITIES.**

**C.1.5.1 ENTRY CONTROL.** The Contractor shall deter and report unauthorized personnel or vehicular entry into areas designated by the Security Office as a controlled area. The Contractor shall report all serious or unexpected incidents to the RSO.

**C.1.5.1.1 OFFICE BUILDINGS.** The Contractor shall intercept and identify visitors outside the secure premises. Guards shall screen visitor identification. At designated buildings, guards shall request specified identification cards and U.S. passports and shall permit only persons holding them to enter the premises. As specified in the Post and General Orders, or the RSO, or at the direction of the Marine security guard on duty, guards shall physically examine visitors and their effects and possessions to detect the presence of firearms or other weapons. If anyone refuses to identify himself/herself and attempts to enter the building, the guard shall use necessary force (see Exhibit B) to detain the individual and shall immediately notify the supervisor, who will notify the Guard Force Commander and the RSO.

**C.1.5.1.2 OFFICIAL RESIDENCES.** The Contractor shall intercept and identify visitors outside the residence gate. Guards shall screen visitor identification and maintain a log of visitors. Guards shall detain visitors whose arrival is not expected at the entrance until cleared by authorized personnel inside the residence. Guards shall ensure that visitors stay outside the gate until properly identified. If anyone refuses to identify himself/herself, and attempts to enter

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the residence, the guard shall use necessary force to detain the individual and shall notify the supervisor, who will notify the Guard Force Commander and the RSO.

## **C.1.5.2 RESERVED**

**C.1.5.3 PROVIDE ESCORT.** Local guards do not normally perform escort duties; however, the COR may require the Contractor to provide temporary escort services under special circumstances. The COR will state the required duties when such services are directed. The Contractor shall not commit additional resources to escort duties unless the Contracting Officer modifies the contract for this purpose.

**C.1.5.4 CONTROL VEHICULAR ENTRY AND ACCESS.** The Contractor shall examine all Government, commercial, and visitor vehicles entering a secured office building premises. Guards shall check vehicle passengers for proper identification and the vehicle for suspected bombs and suspected packages following Exhibit B. Guards shall admit only those authorized vehicles. The Contractor shall keep logs on vehicles permitted access to secure premises.

**C.1.5.5 PATROL PERIMETER.** Guards assigned to positions requiring foot-patrol duties shall make rounds of their assigned areas at least twice each hour. Guards shall change their course and pace while patrolling grounds to avoid establishing a set time and pattern of perimeter rounds.

**C.1.5.6 INSPECTION AND SURVEILLANCE.** The Contractor shall physically examine all packages and mail carried by any person who seeks access to guarded premises or who seeks to leave or deliver such packages or mail. Guards shall inspect residence perimeters. Guards shall endeavor to detect, prevent, and report fires in residences. In the event of fire, guards shall contact the Embassy fire control elements and assist in evacuation of residents. Guards shall report to the local police and the RSO any suspicious vehicles or persons near the residence.

## **C.1.5.7 GUARD ELECTRONIC MONITORING SYSTEM.**

**C.1.5.7.1** The Contractor shall use a Guard Electronic Monitoring System (GEMS) (See Exhibit E) for monitoring and quality control of guard services.

The system will have the following general characteristics:

- utilize a portable hand-held data collection device that scans designated data points, the scanner may use a variety of technologies including bar code strips, electronic data strips, touch tags or electronic buttons;
- the ability to transfer collected data from the portable device to a computer; and
- creating and printing computer-generated reports designed to document guard activities and supervisor oversight.

The system shall have an archival capability allowing access to historical information by computer. The integrity of the system shall ensure that information, once collected, cannot be altered or modified. Separate codes will be assigned to individual guards, supervisors, guard posts, and certain defined incidents or events to be contained on an incident card.

Posts with scanner responsibilities are annotated in Exhibit A and the duties described in the Post Orders in Exhibit B. Designated posts will receive a hand-held data collection device at the beginning of a shift. Posts that are assigned scanners shall be responsible for scanning checkpoints at each post along the designated route and completing the required number of visits

to each post throughout the daily/nightly tour. During rounds, the user shall report all incidents using the Incident Card and follow up with written reports as necessary.

The Contractor is responsible for:

- ensuring the correct use of the hand-held data collection device;
- maintaining the integrity of the system;
- ensuring that designated individuals scan all check points for the route; and
- ensuring that data is properly entered into the computer.

The Contractor must obtain COR approval before making software changes/revisions.

**C.1.5.7.2** The Contractor shall use data collected in the system to generate reports for use by the COR. At a minimum the Contractor shall prepare and furnish to the COR daily, weekly and monthly reports. The daily report shall include as a minimum:

- (1) Incident reports – including the date, time location and type of incident;
- (2) Patrol summary - verification of supervisor rounds by checkpoint, time and date;
- (3) Exception reports that display, for example, the failure to log checkpoint or complete the route in the allotted time.

The system shall have additional reporting capabilities to include summarizing the daily reports on weekly, monthly or annual basis. The software system shall have flexibility to develop custom reports and modify standard report formats.

**C.1.5.7.3** The Contractor shall be responsible for the maintenance, replacement and support of the system to ensure continuous operation. The Contractor shall maintain the system and reporting software, hand-held data collection devices, data points such as bar code labels, data strips, touch tags or electronic buttons, batteries or recharging stations, computer, printer. The Contractor shall provide training to the employees who will be using the system, see H.5.5.10

#### **C.1.5.8. RESERVED**

**C.1.5.9 CONTRACTOR-FURNISHED VEHICLE RADIO NETWORK.** The Contractor shall be responsible for furnishing communications equipment necessary to provide a reliable network for the contractor-furnished vehicles. This network shall be compatible with the Government-furnished Embassy Security Force Radio Network:

#### **C.1.5.10. MAINTAIN LOGS AND RECORDS.**

**C.1.5.10.1 OPERATIONAL RECORDS.** The Contractor shall provide a log for each post, consisting of a bound ledger, with lined paper and numbered pages. Post Orders will provide instructions for the posting of each log. The Contractor shall provide incident report forms for recording information regarding any incident at a post. The Contractor shall submit the design of this form in draft for approval by the COR. All logs shall be written in English.

**C.1.5.10.2 ADMINISTRATIVE RECORDS.** The Contractor shall maintain administrative files, which shall at a minimum include personnel records, investigation records (see Section H.2.2); training records (see Section H.5.5) and daily time and attendance records on all

employees and subcontractor employees working under the contract. The COR is authorized to examine the Contractor's administrative files and all logs shall be written in English.

**C.1.5.10.3 EXPLOSIVE DETECTORS AND/OR X-RAY INSPECTION RECORDS.** The Contractor shall keep Explosive Detector maintenance logs on a daily, weekly, monthly basis following the Maintenance Log Book procedures provided by the manufacturer. Also, the Contractor shall maintain X-ray repair maintenance records. The Contractor shall keep any additional logs as instructed by the COR.

**C.1.5.11 CLOSED CIRCUIT TELEVISION (CCTV).** Guards assigned to positions requiring the use of closed circuit TV displays shall operate the monitoring equipment following the guidance contained in the post orders (Exhibit B). Operators shall pay particular attention for suspicious activity. The contractor shall note in the Post Log and report to the RSO immediately any malfunctioning or broken equipment. The contractor shall ensure all personnel assigned to a CCTV post have been properly trained before being assigned to the post (see Section H.5.5.9).

## **C.1.6 RESERVED**

**C.1.7 EXPLOSIVE DETECTORS AND/OR X-RAY INSPECTION EQUIPMENT OPERATOR.** The Contractor shall provide personnel to operate the Explosive Detectors and X-ray Inspection Equipment. The Contractor shall follow the instructions in post orders (See Exhibit B).

- Explosive Detector Operators: The Government will provide a maximum of five hours of training annually. Training shall cover equipment operation, operator maintenance, logbook procedures, and alarm resolution guidance.
- X-ray Equipment Operators: The Government will provide a maximum of two hours of training annually. Training for x-ray equipment operators will cover equipment operation and hazardous device recognition.

Specifically trained and designated guard posts shall operate and maintain this equipment as set forth on Exhibit A. The Contractor shall submit reports as directed by the COR (See Section F).

## **C.1.8 RESERVED**

## **C.2 TYPES OF SERVICE.**

**C.2.1. STANDARD SERVICES.** Exhibit A specifies the standard services. Exhibit A – Guard Posts and Schedule of Guard Coverage, specifies the standard services.

**C.2.2. ADDITIONAL OR EMERGENCY SERVICES.** Additional or emergency services are services within the scope of this contract but not specified in Exhibit A. The performances of duties listed in Exhibit A do not constitute additional or emergency services. The COR may orally request additional or emergency services to meet increased workload or temporary needs for services arising from visitors to post or special events. The Contractor shall obtain the COR's approval for reimbursement of any non-expendable equipment or expendable supplies to be supplied by the Contractor related to the additional or emergency services. The COR shall confirm any oral request for additional or emergency services in writing within forty-eight (48) hours of the oral request. The Contractor shall include in its next regular invoice details of the additional or emergency services and any materials provided. The Contractor shall also include a copy of the COR's written confirmation to provide such services.

## **C.2.3 SUBCONTRACTING AND LEASING**

**C.2.3.1 SUBCONTRACTING.** The Contractor may subcontract for EOD Dog Handlers and EOD Dogs as well as Site Support Services which includes, but is not limited to food services, operation, maintenance and repair, and medical services subject to the following restrictions:

- the value of all subcontracts shall not exceed 50 percent of the total contract value;
- all subcontracts for these services must have the prior consent of the Contracting Officer, as further addressed in H.15;
- the Contractor's proposal shall state the Contractor's intention to subcontract and the Government shall have accepted this proposal and incorporated it by reference, as set forth in H.15; and
- the Contractor shall be the most experienced and directly involved in the guard services, since it is the core service of this contract.

If the Contractor does not intend to subcontract for Site Support Services, he shall certify to that effect in his proposal. This certification shall serve to prohibit subcontracts for Site Support Services under this contract.

**C.2.3.2 LEASING.** The Contractor shall not subcontract or lease for standard or additional or emergency services and shall certify in his proposal has understanding that no leases are authorized.

### C.3 MANAGEMENT

#### C.3.1 SCHEDULES

The Contractor shall prepare and maintain a Weekly Guard Post Schedule in English for all guard posts that lists the name of each previously approved guard to be assigned to each post and for each shift. The Contractor shall provide the COR/RSO a copy of the Weekly Guard Post Schedule for all employees and subcontractors by 12:00 noon of the last day of the workweek for the upcoming work week. The Weekly Guard Post Schedule shall show the post number and location, the name of the guard assigned (approved by the COR/RSO), and the shift assigned in terms of hours of the day. The Contractor shall give a copy of this schedule to the COR/RSO and each Contractor employee and subcontractor employee affected. The Contractor shall notify the COR/RSO three days before any change of a permanent guard (specific individual) to a post.

**C.3.1.1 GUARD DUTY HOUR LIMITS.** No Contractor personnel shall be on duty for more than 12 consecutive hours in a 24 hour period except under conditions of emergency, as authorized by the Contracting Officer or the COR/RSO.

**C.3.1.2 RELIEF GUARDS.** The Contractor shall provide the security personnel at the Exhibit A posts with COR/RSO approved, fully trained, and qualified (See Section H), relief personnel to allow for comfort, personal needs, stress, meals, or other required or requested absences from the assigned post. Relief personnel shall be at the same category of labor as specified on Exhibit A. The Contractor shall provide this relief service to the Government at no additional charge. (See H.5.4.) Relief personnel are not required for:

- Project Manager (PM)
- Deputy Program Manager (DPM)
- Guard Force Commander (GFC)
- Maintenance Technicians
- ERT Members
- EOD Dog Handler

In addition, when security personnel are on home leave, any type of leave of absence in which they will be away from Kabul, Afghanistan or unavailable to stand post, the Contractor shall provide the security personnel at the Exhibit A post(s) with COR/RSO approved, fully trained, and qualified (See Section H) security personnel.

**C.3.1.3 SITE SUPPORT SERVICES.** The Contractor shall provide full operational services, to include laundry services, full operation, maintenance and repair of equipment throughout the camp, a sundry shop, janitorial and laundry services, management and personnel necessary to perform these services for the U.S. Department of State's residential camp in Kabul, Afghanistan. In addition, the Contractor shall provide food services and medical services. The Contractor shall furnish managerial, administrative and direct labor personnel to accomplish all services required by this contract. The Contractor shall provide these services in accordance with C.2.3.1. During the proposal-evaluation phase, the Government will determine if any combination of subcontracts or leases as priced in Section B is over 50 percent of the total value of the contract; if so, the Government will not award the contract to the Contractor. Such award would constitute a violation of law (i.e., Section 136 of the Foreign Relations Authorization Act, Fiscal Years 1990 and 1991 (22 U.S. C. 4864).

**C.3.1.3.1 DESCRIPTION OF FACILITIES.** The Embassy Security Force (ESF) Camp Sullivan is located in Kabul, Afghanistan, and is self-contained. It has living quarters for approximately 550 people, which includes the U.S. Embassy Security Force (ESF) in support of the U.S. Mission and support personnel, classrooms, dining hall, infirmary, laundry facility, gym, recreational area, offices, vehicle maintenance facility, fueling facility, gun cleaning facility with its own armory, and storage. Like many U.S. Government structures in Kabul, the ESF camp's structures are modular units. Due to the limited infrastructure in Afghanistan, the camp does not have access to public utilities. Instead, it relies on generators for electricity, a well and storage tanks for water, and septic tanks for sewage (i.e. gray water and black water).

#### **C.3.1.3.2 SPECIFIC SERVICES**

**C.3.1.3.2.1 OPERATIONS, MAINTENANCE AND REPAIR.** The Contractor shall provide full operational, maintenance and repair services necessary to ensure the effective and safe operation of Camp Sullivan and all required support functions. This may include but are not limited to providing maintenance and repair for all buildings, grounds, training venues, ammunition/explosive storage bunkers, and dining facilities. The Contractor shall provide the necessary management and staff personnel to perform the services for day-to-day operations of the facility on a 24 hour / 7 days a week schedule. This includes but is not limited to janitorial services, landscaping, repairs, and warehouse facility operations.

The Contractor is expected to understand the complexity of this requirement and have sufficient knowledge, experience, and capability to assess the facilities in order to operate, maintain and repair it as well as determine any remaining logistical requirements, equipment needs, storage requirements, etc., and will include these in the proposed price.

The Contractor shall provide guest facilities for at least four (4) persons or 2 sleeping rooms at any time for official US Government visitors.

**C.3.1.3.2.2 FOOD SERVICES.** The Contractor shall provide full dining room and kitchen services (food services) for its personnel which includes, at a minimum, the ESF contractor personnel who are housed at Camp Sullivan. It may also be required to provide food services to USG employees and/or other USG contractors, who are staying in the "guests" quarters located within Camp Sullivan. The USG employees and/or other USG contractors will pay for their meals and the Contractor shall implement a collection system for such payments. The Contractor shall provide the necessary management and staff personnel to perform the services for day-to-day operations, 7 days a week schedule. The Contractor is expected to understand the complexity of this requirement and have sufficient knowledge, experience, and capability to provide food services to their personnel as well as "guests" staying in Camp Sullivan.

**C.3.1.3.2.3 MEDICAL SUPPORT SERVICES.** The Contractor shall provide all medical support services for its contractor and subcontractor personnel. The Contractor, at a minimum,

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must provide a Physician Assistant, who is available 24 hours a day, to perform duties as described under Section C.1.2.12. The Contractor shall be responsible for purchasing/leasing any additional equipment/supplies and restocking any items provided as GFE equipment/supplies, as required, in order to adequately provide care to their personnel at this medical facility. The Contractor shall be responsible to maintain an adequate stock of medical equipment and supplies necessary to provide medical care for the contractor personnel for the duration of this contract.

Preventive; non-elective; and emergency dental care support services must be provided by the contractor for their employees and subcontractors.

The Government shall provide the contractor a space in Camp Sullivan to use as a medical facility for the contractor personnel. The medical facility shall be used for clinical medical exams, acute trauma care, and non-emergency ailments. All clinical / medical equipment required to operate this facility shall be provided as Contractor Furnished Equipment (CFE). (See Exhibit D.) A limited number of supplies shall be provided as GFE (see Exhibit E) and maintained as stipulated above.

All controlled substances must be properly secured and safeguarded.

A medical evacuation plan shall be addressed in the management plan.

**C.3.1.4 ORGANIZATION CHART.** Prior to commencement of services under this contract, the Contractor shall provide in writing to the COR/RSO an organizational chart to include the names of supervisors, shift organization for each post, and the number and names of guard force employees and subcontractor employees. The contractor shall ensure that the organization chart is updated and provided to the COR/RSO as changes occur, or on a monthly basis, whichever comes first.

**C.3.2 SUPERVISION.** The Contractor shall provide adequate on-site supervision of employees identified on Exhibit A at all times that a post is manned. A Contractor provided supervisor shall inspect each post during daylight hours at least twice and three times during night hours. This inspection shall assure that:

- the post is properly manned;
- the assigned guard is fully familiar with the General Orders and Post Orders; and
- the post log is properly maintained.

The Contractor shall conduct a muster of guards going on duty for purposes of inspection for proper uniform, review of current security problems, special instructions, and training, unless waived by the COR. The time required for this muster is in addition to that required to provide a timely relief for guards on post. The Contractor shall provide this muster at no additional charge.

**C.3.3 FACILITY SECURITY CLEARANCE.** The contractor must possess a interim TOP SECRET (TS) facility security clearance issued in accordance with the National Industrial Security Program in order to compete for this award. Non-US firms are not eligible for a facility security clearance and, as such, are not eligible for award of this contract. No subcontracting is permitted for positions which require a TS clearance. Therefore the TS facilities clearance requirement does not apply to subcontractor(s). All data considered classified and/or top secret shall be U.S. Government controlled and maintained by the US Government on a US Government owned Facility.

**C.3.4 CLEARANCE LEVELS FOR PERSONNEL.** No personnel shall arrive in Afghanistan until an interim clearance is obtained at the level at which they will be ultimately required per contract requirements.

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**C.3.4.1 TOP SECRET SECURITY CLEARANCE FOR U.S. PERSONNEL.** Personnel assigned to the following positions will be required to have a TOP SECRET (TS) security clearance prior to contract performance:

- Project Manager (PM)
- Deputy Project Manager (DPM)

For guards whose positions require a security clearance, the Contractor shall submit a completed SF-86 to the Defense Security Service's Defense Security Clearance Office (DISCO). Once the Contractor has obtained the security clearances from DISCO, it shall submit a Visitor Authorization Request (VAR) (prepared by Contractor) and a Letter of Consent (LOC) (issued by DISCO) to the Government.

**C.3.4.2 SECRET SECURITY CLEARANCE FOR U.S. PERSONNEL.** Personnel assigned to the following positions will be required to have a SECRET security clearance prior to contract performance:

- Guard Force Commander (GFC)
- Shift Supervisor
- Site Supervisor
- ERT Commander
- ERT Supervisor
- ERT Senior Guard
- Dispatcher/Senior Guard

For guards whose positions require a security clearance, the Contractor shall submit a completed SF-86 to the Defense Security Service's Defense Security Clearance Office (DISCO). Once the Contractor has obtained the security clearances from DISCO, it shall submit a Visitor Authorization Request (VAR) (prepared by Contractor) and a Letter of Consent (LOC) (issued by DISCO) to the Government.

**C.3.4.3 VETTING OF NON TOP SECRET CLEARANCE – US, EXPAT AND TCN PERSONNEL.** Personnel assigned to the following positions must be vetted and approved by DS/IS/IND within the U.S. Department of State, Bureau of Diplomatic Security. The Contractor shall provide information about the background and experience of EXPATs and TCNs. The Contractor shall submit a Standard Form 85-P for EXPATS (See Exhibit J) and an Optional Form 612, together with the appropriate appendix (See Exhibit K).

Dog Handler (US or EXPAT)  
Senior Guard (US, EXPAT, or TCN)  
ERT Guard/Driver (US only)  
ERT Guard/EMT (US only)  
ERT Guard/Marksman (US only)  
ERT Guard (US only)  
Radio Technician (US or EXPAT)  
Guard (TCN)  
Armorer (US or EXPAT)

Contractor, Subcontractor, and Leased personnel, not requiring a Top SECRET or SECRET security clearance, shall have at least an interim favorable Moderate-Risk Public Trust (MRPT) determination before beginning work. The Contractor shall submit a completed SF-85P for each U.S. citizen, expatriate from English-speaking countries, and Third-Country National from developing countries to the Government. No Contractor, Subcontractor, and/or Leased personnel shall be granted access to U.S. Government facilities until he/she has been granted, as required,

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at least a favorable Interim Moderate Risk Public Trust Determination, Interim Top SECRET clearance or Interim SECRET clearance.

To enable the Contractor to expeditiously deploy its personnel, the Government will provide interim MRPT determinations, with the understanding that the Contractor bears the risk if its personnel are denied final MRPT certifications. If a Contractor employee is denied a clearance, the Contractor shall pay (at its own expense) for the employee to return to his home country. The Contractor shall be responsible for ensuring that its personnel answer the questions on the 85-P thoroughly and accurately. The Government shall give Contractor employees who are denied final MRPT certifications the opportunity to appeal the decision by providing explanations. Applicants shall be given a hearing by telephone from Afghanistan and will be allowed to submit necessary explanations by fax or e-mail. The Contractor shall be responsible for providing interpretation services for non-English speaking employees who wish to appeal their unfavorable MRPT determination.

Certain overhead positions may require a MRPT certification determination before beginning work. This will be determined upon contract award.

**C.3.4.4 VETTING OF LN PERSONNEL.** Due to the critical security threat in Afghanistan, the Contractor shall not employ local nationals as armed guards, only as unarmed Guards/Screeners and unarmed Guards. The Contractor shall submit a completed Optional Form 612, together with an appendix, as indicated in Exhibit K.

Due to the critical security threat in Afghanistan, the Government reserves the right of refusal on all foreign national contractor employees and subcontractors either proposed to perform or already performing guard services under this contract.

**C.3.4.5. VETTING OF INCUMBENT PERSONNEL.** All required paperwork for incumbent personnel shall be submitted within 30 days of being hired by the contractor or no later than 30 days after NTP is issued, whichever is later.

If a Contractor employee is denied a clearance, the Contractor shall pay (at its own expense) for the employee to return to his home country.

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